

HOUSING ADVOCATE

NATURE OF WORK

Performs technical work of some difficulty in the operation of the Community Services Division housing advocacy programs within the Human Services Department, which targets the low-income, disadvantaged population or others in need of housing related services. Work involves a variety of tasks which may include case management, forms processing, assessment, referral, counseling, outreach, inspection, investigation, community relations, public information and advocacy.

DISTINGUISHING FEATURES

Work involves responsibility for performing a variety of intake, case management, forms processing, assessment, referral, counseling, outreach, inspection, investigation, public information, advocacy and other tasks, and for the conduct of elemental program management responsibilities including program planning, monitoring, reporting and basic evaluation. Work is characterized by considerable contact with clients, other public agencies, community organizations, and the public. Work is performed independently within a structured framework of applicable policies, procedures, rules, and regulations related to the area of assignment.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Performs assessments; determines eligibility for program participation by applying program eligibility requirements and standards; processes required forms; makes inspections to verify information, as required; serves as a resource to individuals or families to obtain or maintain needed services; establishes linkages with referral agencies and organizations who provide services to clients.

Recruits and screens program participants and volunteers.

Establishes and maintains files, records and other information related to assigned program; screens, processes and tracks client information; designs forms and documents program procedures and information; prepares basic memorandums and reports; performs basic calculations; monitors program performance; may participate or assist supervisors in evaluation of programs.

Attends meetings and conferences; assesses citizen attitudes; provides public information relative to program activities in response to citizen inquiries; meets with community and organization representatives, as necessary.

Transports clients to appointments as required by the position.

May serve as technical resource person to a community group or related organization.

Observes for signs of child abuse or neglect and communicates with appropriate CSBG personnel and community agencies, when needed.

Maintains reasonable and predictable attendance.

SUPERVISION RECEIVED

Works under the general supervision of a CSBG Director, who allows some latitude and independence in carrying out tasks and assignments to completion. Work is reviewed occasionally for timely accomplishments of tasks, for overall results achieved, and the degree to which the work meets the needs of the client served.

SUPERVISION EXERCISED

Supervision is not a responsibility of positions of this class. Employees may provide training in operational procedures, orient new employees, or assist in resolving unusual or difficult problems.

WORKING CONDITIONS AND PHYSICAL DEMANDS

Work is performed in an office setting and in the field, and involves traveling throughout the city, and Winnebago and Boone counties. Work activities may also involve attending meetings, conferences, and training that involves out-of-town travel.

SUCCESS FACTORS

Some knowledge of program management principles and techniques.

Knowledge of laws, codes, ordinances, procedures, rules, regulations, and guidelines pertaining to the assigned program area.

Knowledge of the mission, objectives, and available resources, relative to the assigned program.

Knowledge of community agencies and services that can be used as referrals.

Ability to interpret and explain program information to others and to follow procedures and regulations.

Ability to complete and process forms, checklists, and reports accurately.

Ability to maintain required records and files.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective relationships with coworkers, clients, and community organizations.

Skill in the operation of a personal computer.

EDUCATION, TRAINING AND EXPERIENCE

The completion of an Associate's Degree in Human Services, Social Services or a related field and two years experience in work related to the area of assignment. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid IL Driver's License.

Residency Requirement:

Effective June 1, 2018 all newly hired employees, including newly hired Department Heads, shall live within the municipal boundaries of City of Rockford within six (6) months of their completion of their introductory period.

Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.